WELCOME TO THE CITY OF SHASTA LAKE

Below you will find some information about our City that we hope you will find useful. If you are just moving into the City, or are a returning customer, we welcome you!

UTILITY SERVICES: The City bills monthly for electric, water, wastewater and solid waster services on a combined bill. Utility bills are due twenty days from the bill date and are deemed delinquent after that date. If for any reason you have difficulty in making payment, please contact the City's Utility Customer Services at 275-7400.

Deposits for Service: The City requires a deposit for utility services from all customers initiating service. The deposit required will vary based on the services received. Your Customer Service Representative will indicate the amount of your deposit. At this time, only residential single-family home owners that have maintained a current account status for twelve (12) consecutive months may request that their deposit be applied to their current utility account. Regardless, deposits will be applied to any outstanding charges and the balance refunded upon termination of services.

ELECTRIC & WATER: The City has its own electric and water utilities. Both your electric and water services are metered and read each month by a Customer Services Department employee.

WASTEWATER (Sewer): The City, depending on your geographic location, provides wastewater service. Some areas of the City still rely on septic tank systems for household wastewater disposal. The wastewater charge is a non-metered flat rate that is billed monthly.

SOLID WASTE (Trash): The City of Shasta Lake, like most cities within the State of California, has mandatory residential Solid Waste (Trash) service. This service is provided through a contract with Waste Management on behalf of the City. There are several service options with which your Customer Services Representative can assist you. Typically, your solid waste containers will already be at your new place of residence. If not, please contact Waste Management at 221-4784 to replace your container. ***If you are moving into a newly constructed home, please let your Customer Services Representative know so that they may set-up your new solid waste account with Waste Management and order your solid waste containers for you.***

Solid Waste Service: Provided weekly and includes recycle and yard waste (yard clippings) pick-up on an every other week rotating cycle the same day as your solid waste service. A calendar is available to assist you in determining if it is a recycle or yard waste week. Your Customer Services Representative will provide you with the day of the week your Solid Waste Service is scheduled. If you encounter service issues please contact Waste Management directly at 221-4784.

Important: In order to receive solid waste services, your containers must be placed at the curb for pick-up the evening before your scheduled service. Upon having your containers emptied, please be courteous and retrieve your cans from the curb within one day of service.

BUILDING & PLANNING: Considering building, adding an addition or any other construction? Contact the City's Building and Planning Division. Telephone: 275-7460.

RATES FOR SERVICE: Please visit the City's web site at *www.ci.shasta-lake.ca.us* for current rates for all City services, or you may contact your Customer Services Representative.

POLICE SERVICES: The City contracts for police services with the Shasta County Sheriff's Department. The office is located at City Hall. Telephone: 245-6540.

FIRE PROTECTION: Fire services are provide by the Shasta Lake Fire Protection District. The main fire hall is located at 4126 Ashby Court. Telephone: 275-7474.

If you ever require assistance, we are here to help!

City Hall is open Monday through Friday 7:00am to 4:00pm, excluding major holidays, and is located at 4477 Main Street. To speak with a Customer Services Representative please call 275-7400

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